

WHAT IS CLAIMED IS:

1 1. A method of processing requests for information from an information
2 network using a distributed computer system with voice recognition and audio
3 feedback capability, wherein the computer system includes a media server, a dialog
4 engine, and a plurality of channels coupled between the media server and the dialog
5 engine for transmitting information between the media server and the dialog engine,
6 the method comprising:
7 receiving user input and information regarding a user in the media server via a
8 call to a telephony subsystem;
9 recognizing a voice command in the user input;
10 requesting a dialog engine;
11 transmitting the recognized command to the dialog engine;
12 retrieving the requested information from the information network via the
13 dialog engine;
14 sharing the retrieved information between the dialog engine and the media
15 server;
16 converting the information text to speech format when the retrieved arrives
17 from the information network in text format; and
18 issuing a prompt to play the information to the user via the telephony
19 subsystem.

1 2. The method, as set forth in claim 1, further comprising:
2 instantiating a session object in the media server, wherein the session object is
3 operable to:
4 place another call;
5 cancel a call;
6 drop one or more calls in the session;
7 transfer a call;
8 append the prompt;
9 play accumulated prompts;

10 initiate voice recognition.

1 3. The method, as set forth in claim 1, further comprising:
 2 instantiating a session object in the media server, wherein the session object is
 3 operable to create:
 4 a Play Media Channel;
 5 a Record Media Channel;
 6 a Speech Channel;
 7 a Text-to-Speech Channel; and
 8 a Telephony Channel.

1 4. The method, as set forth in claim 1, further comprising:
 2 allocating a client for the session.

1 5. The method, as set forth in claim 1, further comprising:
 2 receiving instructions in the form of Voice XML commands in the dialog
 3 engine from the information network.

1 6. The method, as set forth in claim 5, further comprising:
 2 interpreting the commands and forwarding the information to the media server
 3 for execution.

1 7. The method, as set forth in claim 1, wherein the computer system includes
 2 a plurality of dialog engines and a plurality of media servers, further comprising:
 3 creating a broker;
 4 distributing the processing load across the dialog engines.

1 8. The method, as set forth in claim 2, further comprising:
 2 validating the user information; and
 3 transmitting a prompt to continue the session once the user information has
 4 been validated.

1 9. The method, as set forth in claim 1, further comprising:
2 transmitting an append prompt request from the media server to the dialog
3 engine.

1 10. A system for processing voice requests from a user for accessing
2 information on a computerized network and delivering information from a script
3 server and an audio server in the network in audio format, the system comprising:
4 a voice user interface subsystem including;
5 a dialog engine, wherein the dialog engine is operable to interpret
6 requests from users from the user input, communicate the
7 requests to the script server and the audio server, and receive
8 information from the script server and the audio server;
9 a media telephony services (MTS) server, wherein the MTS server is
10 operable to receive user input via a telephony system, and to
11 transfer at least a portion of the user input to the dialog engine;
12 and
13 a broker coupled between the dialog engine and the MTS server,
14 wherein the broker is operable to establish a session between
15 the MTS server and the dialog engine.

1 11. The system, as set forth in claim 10, wherein the broker is further operable
2 to distribute a processing load across two or more of the dialog engines.

1 12. The system, as set forth in claim 10, wherein the dialog engine handles a
2 plurality of sessions with one or more of the MTS servers.

1 13. The system, as set forth in claim 10, wherein the information from the
2 script server is transmitted in voice extensible markup language scripts.

1 14. The system, as set forth in claim 10, wherein the information from the
2 audio distribution server is transmitted in audio file format.

1 15. The system, as set forth in claim 10, wherein the MTS server includes a
2 text to speech service provider.

1 16. The system, as set forth in claim 10, wherein the MTS server includes a
2 telephony service provider.

1 17. The system, as set forth in claim 16, further comprising a telephony
2 channel coupled between the telephony service provider and the dialog engine.

1 18. The system, as set forth in claim 10, wherein the MTS server includes a
2 media service provider.

1 19. The system, as set forth in claim 18, further comprising a play media
2 channel coupled between the media service provider and the dialog engine.

1 20. The system, as set forth in claim 18, further comprising a record media
2 channel coupled between the media service provider and the dialog engine.

1 21. The system, as set forth in claim 10, wherein the MTS server includes a
2 text to speech service provider.

1 22. The system, as set forth in claim 21, further comprising a text to speech
2 channel coupled between the text to speech service provider and the dialog engine.

1 23. The system, as set forth in claim 10, wherein the MTS server includes a
2 speech recognition service provider.

1 24. The system, as set forth in claim 23, further comprising a speech channel
2 coupled between the speech recognition service provider and the dialog engine.

1 25. The system, as set forth in claim 23, wherein the speech recognition
2 service provider includes a grammar list, and the speech recognition service provider
3 identifies key words in the user input according to the grammar list.

1 26. The system, as set forth in claim 25, wherein the speech recognition
2 service provider is operable to transmit recognized commands to the dialog engine,
3 and the dialog engine is operable to control output of the scripts to the user based on
4 the user's input.

1 27. A computer program product for recognizing commands from user speech
2 input, for accessing information from a network, and for presenting the information in
3 audio format, the product comprising:

4 dialog engine instructions operable to interpret commands from the user input,
5 request the information from a server in the network, and receive the
6 information from the server;
7 media telephony services (MTS) instructions operable to receive user input via
8 a telephony system, and to recognize the commands from the user
9 input, and transfer the commands to the dialog engine; and
10 broker instructions operable to establish a session between the MTS server
11 instructions and the dialog engine instructions.

1 28. The program product, as set forth in claim 27, wherein the dialog engine
2 instructions handle a plurality of sessions with one or more sets of the MTS
3 instructions.

1 29. The program product, as set forth in claim 28, wherein the broker
2 instructions are further operable to distribute the sessions across two or more sets of
3 the dialog engine instructions.

1 30. The program product, as set forth in claim 27, wherein the information
2 from the server is transmitted in voice extensible markup language scripts.

1 31. The program product, as set forth in claim 27, wherein the MTS
2 instructions are operable to convert the information from text format to speech format.

1 32. The program product, as set forth in claim 27, wherein the MTS
2 instructions are operable to interface with a telephony system.

1 33. The program product, as set forth in claim 27, wherein the MTS
2 instructions include media service provider instructions.

1 34. The program product, as set forth in claim 27, wherein the MTS
2 instructions include a grammar list of the commands that can be recognized from the
3 user input.

- 1 35. The program product, as set forth in claim 34, wherein the MTS
- 2 instructions are operable to transmit recognized commands to the dialog engine, and
- 3 the dialog engine instructions are operable to control output of the scripts to the user
- 4 based on the user's input.